



**METROPOLITAN
TRANSPORTATION
COMMISSION**

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Memorandum

TO: Operations Committee
FR: Deputy Executive Director, Operations
RE: Contract Amendment – Regional Transportation Information Kiosk: Nematode Holdings, LLC

DATE: October 3, 2008
W.I.: 1112

Summary

Staff requests Committee authorization of a contract amendment in the amount of \$173,000 with Nematode Holdings, LLC to operate the Regional Transportation Information Kiosk at the Embarcadero BART station through June 30, 2009. The extension will allow sufficient time to conduct a separate procurement for construction of two additional kiosks at the Montgomery and Civic Center Stations and operation of all three kiosks. The current contract between MTC and Nematode Holdings, LLC, expires October 31, 2008. The FY 2008-09 BATA budget includes a total of \$173,000 in Regional Measure 2 funds for this extension.

Background

The Regional Transportation Information Kiosk opened for business in July 2007, beginning a one-year pilot sponsored by MTC, BART and San Francisco MTA. The kiosk is in the Embarcadero BART/Muni station and disseminates in-person transportation information, sells fare media for multiple transit operators, provides real-time transit information and education video vignettes via flat-screen monitors, and disseminates maps and other printed materials to the Bay Area transit-riding public.

In June 2008, BART completed an evaluation to determine whether to continue/expand the kiosk project and, if continued, to identify any refinements that should be implemented. The evaluation consisted of two main components: 1) an online survey of kiosk users, and 2) a series of scripted “mystery shopper” visits. The evaluation yielded positive results, finding that over 98% of kiosk visitors rated the overall value of the kiosk as “excellent” to “good.”

RFP Process

Given the initial success of the Embarcadero kiosk, both MTC and BART agreed to (1) extend the Embarcadero kiosk operations for an additional three years, and (2) install two additional kiosks, one each at the Montgomery and Civic Center BART stations in San Francisco, for the

same time period. The first component of the project, an Invitation for Bid for construction of the new kiosks, will take place this fall. The second component, the Request for Proposals for a vendor to operate the three kiosk locations, will take place in early 2009. The kiosk construction work, along with the selection of a vendor for kiosk operations, will be completed by June 2009. MTC staff will recommend a vendor for the construction project to the Operations Committee at its December 12, 2008 meeting.

Recommendation

Staff recommends that the Operations Committee authorize the Executive Director or his designee to amend the contract with Nematode Holdings, LLC in an amount not to exceed \$173,000 to operate the Regional Transportation Information Kiosk in the Embarcadero BART station for eight additional months, through June 30, 2009.

Ann Flemer

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	1112
Vendor:	Nematode Holdings, LLC, Alameda, CA
Project Title:	Regional Transportation Information Kiosk
Purpose of Project:	Operation of the Regional Transportation Information Kiosk in the Embarcadero BART station.
Brief Scope of Work:	The Regional Transportation Information Kiosk will distribute Bay Area transportation information/collateral geared at informing customers about Bay Area transportation.
Project Cost Not to Exceed:	\$173,000 (current contract = \$347,000)
Funding Source:	RM2
Fiscal Impact:	Funding to come from the RM2 FY 2008/09 operating budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Nematode Holdings, LLC, to operate the Regional Transportation Information Kiosk for eight additional months through June 2009 and the Chief Financial Officer is directed to set aside funds for such contract, as set forth above.
Administration Committee:	
	<hr/> Sue Lempert, Chair
Approved:	Date: October 10, 2008